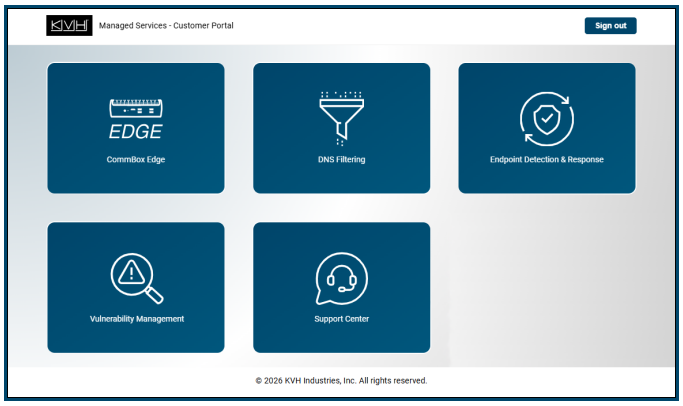
KVH Managed Services
Quick Start Guide

This guide explains how to access the Customer Portal – your central hub for all subscribed network and endpoint services – and how to install the Remote Monitoring and Management (RMM) agent on the vessel computers you want to protect.

Accessing the Customer Portal

To access the Customer Portal, open a web browser and go to **https://ms.kvh.com**. Then log in with the credentials KVH provided during the onboarding process.

Note: *If you are a KVH Airtime customer, use the email address and password you use to log into KVH Manager.*



Managing Your Subscriptions

If you would like to add or change a service subscription, please contact your KVH Account Manager. If you don't have your Account Manager's contact information, please email info@kvh.com.

Technical Support

If you have any questions or need technical assistance, please submit a support ticket at the Customer Portal or contact KVH Technical Support 24/7/365:

- Continental USA: 1-866-701-7103
  Worldwide: +1 401-851-3806
- WhatsApp: +1 401-851-3842
- Email: help@kvh.com

Customer Portal Tools

Tool	Description
EDGE CommBox Edge	Remotely manage your onboard CommBox™ Edge, if installed, and monitor network connections and usage in real time at the CommBox Edge Cloud Portal *(you will need your CommBox Edge login)*
DNS Filtering*	Build cloud-based filtering policies to block malicious and inappropriate websites and services, set up block/allow lists for specific applications or domains, and view comprehensive reports
Endpoint Detection & Response**	Examine the real-time security landscape of your protected onboard devices, manage endpoints in response to alerts, and review granular reports of threat detections and automated remediations
Vulnerability Management**	Review a prioritized list of network and endpoint vulnerabilities and exposures (along with recommended actions), remotely patch supported applications, and generate reports for regulatory compliance
Support Center	Submit a new support ticket to request technical assistance or view the latest status of any open tickets

* *Included in CommBox Edge Pro Network Secure bundle*

** *Included in CommBox Edge Pro Network Secure and Endpoint Secure bundles*

Note: *Refer to the knowledge base provided with each tool to learn how to utilize them and harness their power!*

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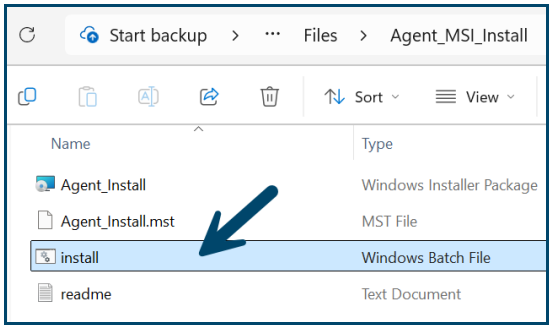
Installing the RMM Agent

The Remote Monitoring and Management (RMM) agent needs to be installed on every endpoint you want to protect.

IMPORTANT!
If you are unable to install the RMM agent, please contact KVH Technical Support. With your help, KVH may install it over a secure remote desktop connection.

Note: *If your vessel uses Microsoft Active Directory, you only need to install the RMM agent on the Active Directory server. KVH can then install the agent remotely onto all other designated computers on the network.*

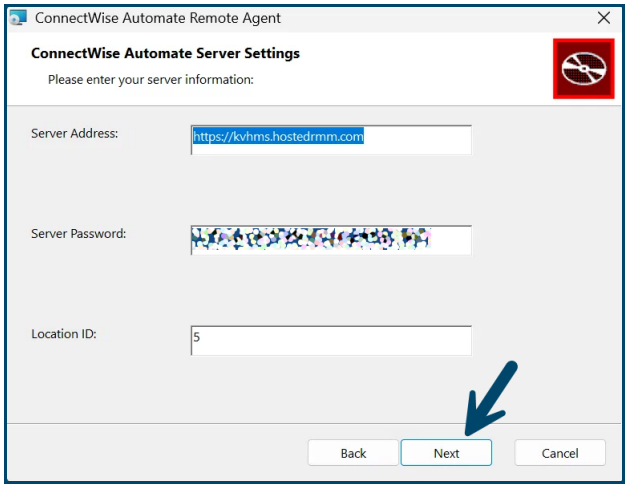
1. Save the RMM agent installation file, which KVH provided during the onboarding process, onto the computer to be managed. Extract the contents of this compressed file.
2. Double-click the "install" batch file *(not the "Agent_Install" file)* to launch the Setup Wizard.



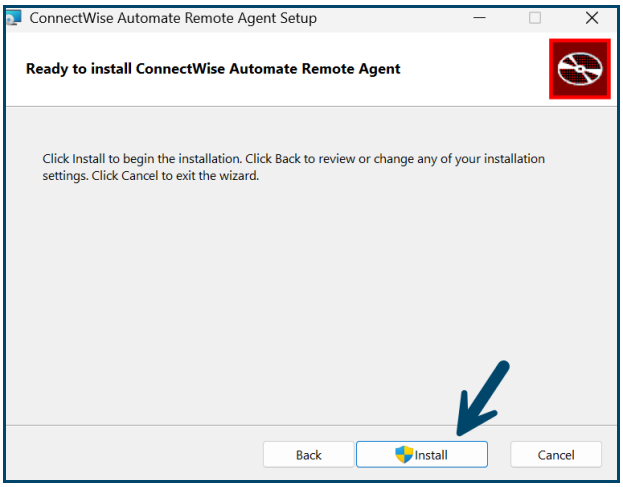
3. At the Welcome screen, select **Next**.



4. At the Server Settings screen, keep the current settings that are unique to your vessel. Just select **Next**.



5. At the Ready to Install screen, select **Install**.



6. If a confirmation pop-up window appears, select **Yes** to allow the app to make changes to your device.
7. When the installation is complete, select **Finish** to exit the wizard.

